

Friends and Family Test - Outpatients - Telephone Call - Oct-21

Thinking about your outpatient appointment... Overall, how was your experience of our service?

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

The Friends and Family Test score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Negative' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Positive' score is 75%

Division	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Surgery Division	No data	No data	No data	No data

Medicine Division	3	100	0.0	0.0
Clinical Support and Specialist Services Division	No data	No data	No data	No data
Total	3	100	0.0	0.0

Qualitative feedback

Medicine Division						
	Clinic / department attended	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Cardiology	Patient	Good	The doctor had to call me 4 times in total as the lines from the hospital were so crackly he couldn't hear me although I could hear him. Once we got to speak it was excellent.	Get the phone lines sorted.	
2	Neurology	Patient	Very good	Punctual, efficient service.		
3	Respiratory Medicine	Patient	Good	Answered the questions that I had and I was offered some physiotherapy.		